



Essex Westford School District

SPC SUMMARY

This fleet service report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet. Because of COVID-19, your volumes dropped by 40%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 36 units under contract with OSV, there were 52 service calls on 25 copiers and printers. Uptime for your fleet was 98.91% with only 21% of all calls being corrected on the first call.

SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. OSV notes their response time from call to arrival as around 9 hours, which is very poor and will be addressed with the vendor.

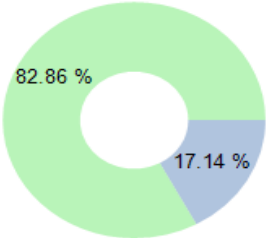

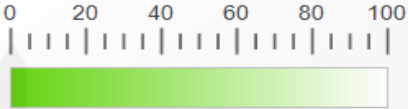
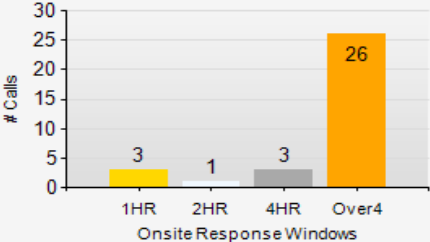
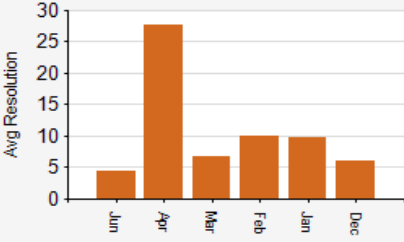
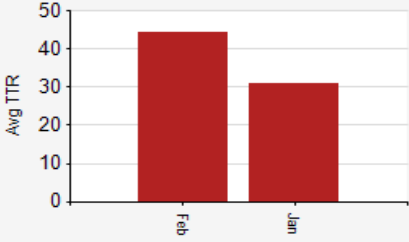
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No equipment had more than 5 calls for the reporting period July 1, 2019 to June 30, 2020									
Equipment Number	Call Type Desc	Call Description	Address	Call Number	Open Date	Arrival Date	Total Calls	CMResponse Hours	Repair Hours

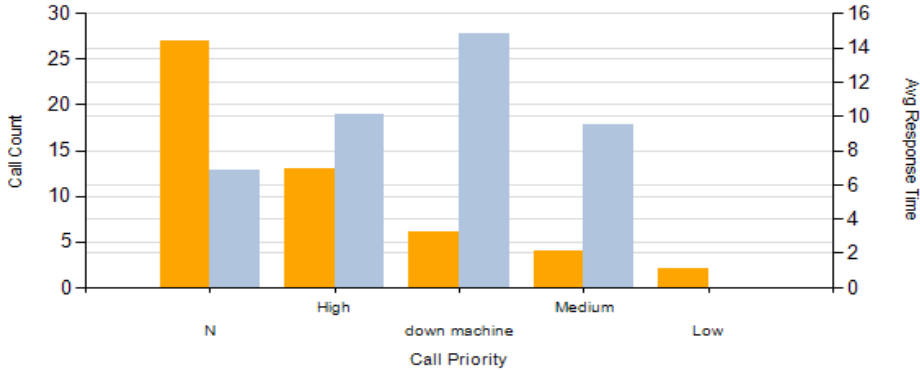
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Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected Monthly Volume	Projected Monthly Volume	Actual Monthly Volume	Actual Monthly Volume	Model Intro Date	Model Age (years)	Model Type
Albert D Lawton Intermediate School : 104 Maple Street											
OSV-03381[Toshiba/E-Studio 5560c]	Room A4	CSHD13464	10/20/2014	5	5,490	5,392	4,138	4,708	4/1/2014	6.42	Color Photocopier
OSV-03382[Toshiba/E-Studio 857]	Rm B21 - Teachers Room	CAHD13822	10/20/2014	1	29,327	0	24,142	0	6/1/2014	6.25	Black Photocopier
OSV-03383[Toshiba/E-Studio 857]	Rm B21 - Teachers Room	CAHD13835	10/20/2014	3	23,929	0	18,137	0	6/1/2014	6.25	Black Photocopier
OSV-03384[Toshiba/E-Studio 3055c]	Library	C7HD78269	10/20/2014	2	3,327	3,552	2,613	2,058	7/1/2013	7.17	Color Photocopier
OSV-03389[Toshiba/E-Studio 4540c]	Rm R124 - Cosmetology	SMI380670	10/20/2014	1	1,954	440	1,085	377	9/1/2008	12	Color Network Printer
OSV-03390[Toshiba/E-Studio 657]	Rm M127	CAHD14098	10/20/2014	1	9,414	0	126	0	6/1/2014	6.25	Black Photocopier
OSV-03391[Toshiba/E-Studio 657]	Administrative Office (Room E100)	CAHD14097	10/20/2014	1	5,754	0	5,101	0	6/1/2014	6.25	Black Photocopier
OSV-03392[Toshiba/E-Studio 657]	Rm E109 - Skill Tech & Co-op	CAHD14096	10/20/2014	0	3,675	0	2,002	0	6/1/2014	6.25	Black Photocopier
OSV-03393[Toshiba/E-Studio 5560cT]	Rm D101 - Student Services	CSHD13646	10/20/2014	0	6,453	1,940	5,915	2,299	4/1/2014	6.42	Color Photocopier
OSV-03395[Toshiba/TOSHES457]	Building Trades	CEHD28690	10/20/2014	0	1,620	0	1,424	0	6/1/2014	6.25	Black Photocopier
Essex Elementary School : 1 Bixby Hill Road											
OSV-03781[Toshiba/E-Studio 857]	Room 33/Teachers Room	CABF31366	3/31/2016	1	41,279	0	26,657	0	6/1/2014	6.25	Black Photocopier
OSV-03786[Toshiba/E-Studio 6570c]	Office/ copy room	SSAF90726	3/31/2016	2	9,404	7,419	11,657	6,939	4/1/2014	6.42	Color Photocopier
Essex High School : 2 Educational Drive											
OSV-03388[Toshiba/E-Studio 3055c]	Maintenance	C7HD78644	10/20/2014	0	1,202	556	1,022	455	7/1/2013	7.17	Color Photocopier
OSV-03394[Toshiba/E-Studio 207]	Room L101 - Library	CEHD29792	10/20/2014	1	728	0	579	0	6/1/2014	6.25	Black Photocopier
OSV-03396[Toshiba/E-Studio 757]	Room C130-A - Special Education	CAHD13768	10/20/2014	2	14,641	0	8,157	0	6/1/2014	6.25	Black Photocopier
OSV-03397[Toshiba/E-Studio 557]	Rm A99 - Guidance	CAHD14261	10/20/2014	1	4,742	0	3,488	0	6/1/2014	6.25	Black Photocopier
OSV-03398[Toshiba/E-Studio 657]	Main Office	CAHD14105	10/20/2014	1	9,695	0	8,034	0	6/1/2014	6.25	Black Photocopier
OSV-04823[Toshiba/E-Studio 1057]	Room C238 Copy Room RIGHT - 2nd Floor	CBJE40118	8/23/2017	4	51,303	0	24,851	0	1/1/2015	5.67	High Production Black Photocopier
OSV-04824[Toshiba/E-Studio 1057]	Room C109B Copy Room LEFT - 1st Floor to status machine call Helpdesk x7777	CBAF40183	8/23/2017	4	63,020	0	44,827	0	1/1/2015	5.67	High Production Black Photocopier
OSV-04825[Toshiba/E-Studio 1057]	Room C109B Copy Room RIGHT - 1st Floor	CBJE40093	8/23/2017	1	73,765	0	51,743	0	1/1/2015	5.67	High Production Black Photocopier
OSV-04826[Toshiba/E-Studio 1057]	Room C238 Copy Room LEFT - 2nd Floor	CBJE40101	8/23/2017	3	50,558	0	30,764	0	1/1/2015	5.67	High Production Black Photocopier
Essex Middle School : 60 Founders Road											
OSV-03783[Toshiba/E-Studio 857]	Room 258	CABF31362	3/31/2016	2	36,441	0	25,468	0	6/1/2014	6.25	Black Photocopier
OSV-03787[Toshiba/E-Studio 6570c]	Room 103C	SSAF90713	3/31/2016	3	22,207	7,679	18,399	6,883	4/1/2014	6.42	Color Photocopier
Essex Town School District : 58 Founders Road											
OSV-03784[Toshiba/E-Studio 5560cT]	Copier	CSBE17738	3/31/2016	1	5,335	3,365	4,000	2,465	4/1/2014	6.42	Color Photocopier
Essex Westford School District : 51 Park Street											
OSV-03385[Toshiba/E-Studio 3055c]	Rm 206	C7HD78664	10/20/2014	0	1,279	2,899	987	1,497	7/1/2013	7.17	Color Photocopier
OSV-03401[Toshiba/E-Studio 857]	Rm 112	CAHD13841	10/20/2014	0	16,300	0	10,759	0	6/1/2014	6.25	Black Photocopier
Founders Memorial School : 33 Founders Road											
OSV-03386[Toshiba/TOSHES457]	Library	CEHD28685	10/20/2014	2	331	0	4,767	0	6/1/2014	6.25	Black Photocopier
OSV-03782[Toshiba/E-Studio 857]	Room C226	CABF31365	3/31/2016	5	37,853	0	24,332	0	6/1/2014	6.25	Black Photocopier
OSV-03785[Toshiba/E-Studio 6570c]	Office Color Copier	SSAF90722	3/31/2016	2	33,119	12,660	21,690	8,176	4/1/2014	6.42	Color Photocopier
Hiawatha Elementary School : 34 Hiawatha Avenue											
OSV-03400[Toshiba/E-Studio 857]	Teachers Room	CAHD13828	10/20/2014	0	19,160	0	14,545	0	6/1/2014	6.25	Black Photocopier
OSV-03751[Toshiba/E-Studio457]	RM28C	CEKE47064	1/28/2016	0	198	0	197	0	6/1/2014	6.25	Black Photocopier
Thomas Fleming Elementary School : 21 Prospect Street											
OSV-03387[Toshiba/E-Studio 3055c]	Main Office	C7HD78665	10/20/2014	2	2,054	3,151	1,550	2,482	7/1/2013	7.17	Color Photocopier
OSV-03402[Toshiba/E-Studio 657]	Room 105 Hallway	CAHD14073	10/20/2014	0	8,067	0	7,536	0	6/1/2014	6.25	Black Photocopier
OSV-03403[Toshiba/E-Studio 657]	Room 213 Hallway	CAHD14100	10/20/2014	0	14,923	0	9,444	0	6/1/2014	6.25	Black Photocopier
OSV-03404[Toshiba/E-Studio 557]	Main Office	CAHD14264	10/20/2014	1	4,267	0	4,013	0	6/1/2014	6.25	Black Photocopier
Westford Elementary School : 146 Brookside Road											
OSV-03405[Toshiba/E-Studio 557]	Common Area	CAHD14259	10/20/2014	0	4,935	0	3,263	0	6/1/2014	6.25	Black Photocopier
TOTALS & AVERAGES											
				52	617749	49053	427412	38339		6.48	

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82.86%	First Call Effectiveness (OnSite)	98.91%	Machine Availability	-100.00	NetPromoter Score
83% of 35 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 36864.00. The total # hours (call received until call completed) was 403.30		1 survey responses for the period	
9.06 hrs	Average OnSite Reponse Time	10.0 hrs	First Call Fix Avg Resolution Time (On-Site)	37.5 hrs	Rescheduled Calls Avg TTR Time (first call received until final call closed)
21% of 33 corrective maintenance calls were responded to and completely resolved in under 4 hours		10.0 hrs was the average hours for first call fix from when call opened to problem resolution on 33 calls		37.5 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 2 rescheduled service calls.	

Call Priority



Essex Westford School District

Caller	Call Count
802-878-1388 OR 802-999-4743 Dave	1
E-Studio 5560c	
Toshiba E-Studio 5560c Color Copier EQ# OSV-03381	1
DOWN MAC NOTRUN	1
Barbara Edwards	7
E-Studio 3055c	
Toshiba E-Studio 3055c Color Copier EQ# OSV-03384	2
Lines on copy	2
E-Studio 5560c	
Toshiba E-Studio 5560c Color Copier EQ# OSV-03381	4
Parts Shipped	4
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03383	1
Lines on copy	1
Debbie Curtis	1
Estudio 657	
Toshiba EStudio 657 EQ# OSV-03391	1
COPY QUALITY POOR	1
Donna -- 802-878-2584 -- osv-service@ewsd.org	1
E-Studio 1057	
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04824	1
JAMMING	1
Jane	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03782	1
JAMMING	1
Jane 802-857-6300	2
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03782	1
JAMMING	1
TOSHES457	
Toshiba eStudio 457 B/W Copier A3 45 PPM Copy, Print, Scan, Fax EQ# OSV-03386	1
JAMMING	1
Jane Olesen	4

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Caller	Call Count
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03785	1
Customer requests cleaning	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03782	2
HAS PART	2
TOSHES457	
Toshiba eStudio 457 B/W Copier A3 45 PPM Copy, Print, Scan, Fax EQ# OSV-03386	1
Remove Jam	1
Jillian Aldrich	1
E-Studio 3055c	
Toshiba E-Studio 3055c Color Copier EQ# OSV-03387	1
HAS PART	1
Kim 802-857-1501	3
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03787	1
DOWN MAC NOTRUN	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03783	2
DOWN MAC NOTRUN	2
Kim Maiberger	1
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03787	1
Fax problem	1
Laurie Wilcox	2
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03785	1
Customer requests cleaning	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03782	1
Drawer issue	1
Lorna Michaud	1
E-Studio 5560cT	
Toshiba E-Studio 5560cT Color Copier EQ# OSV-03784	1
Paper Tray Issue	1
Olivia	19

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Caller	Call Count
E-Studio 1057	
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04823	1
JAMMING	1
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04824	1
JAMMING	1
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04825	1
?Unknown Problem?	1
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04826	2
Parts in Box	2
EStudio 207	
EStudio 207 EQ# OSV-03394	1
NOISE	1
E-Studio 3055c	
Toshiba E-Studio 3055c Color Copier EQ# OSV-03387	1
COPY QUALITY POOR	1
EStudio 557	
Toshiba Estudio 557 EQ# OSV-03397	1
Customer requests cleaning	1
Toshiba Estudio 557 EQ# OSV-03404	1
PM	1
Estudio 657	
Toshiba EStudio 657 EQ# OSV-03398	1
Customer requests cleaning	1
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03786	2
Service Code	2
Toshiba E-Studio 6570c Color Copier EQ# OSV-03787	1
Fax problem	1
EStudio 757	
EStudio 757 copier EQ# OSV-03396	2
Needs Part	2
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03382	1
JAMMING	1
Toshiba Estudio 857 EQ# OSV-03383	2
Cleaning Web	2

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Caller	Call Count
Toshiba Estudio 857 EQ# OSV-03781	1
Door wont close	1
Paul	1
E-Studio 4540cg	
Toshiba E-Studio 4540cg 45 PPM Color MFP EQ# OSV-03389	1
DOWN MAC NOTRUN	1
Paul 802-373-4043	2
E-Studio 1057	
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04823	1
MAINT LITE	1
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04824	1
DOWN MAC NOTRUN	1
Paul 802-373-4043	3
E-Studio 1057	
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04823	2
Paper Tray Issue	2
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04824	1
JAMMING	1
Paul Scharf	2
E-Studio 1057	
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04826	1
ERROR CODE	1
Estudio 657	
Toshiba EStudio 657 EQ# OSV-03390	1
HAS PART	1
Total	52

Essex Westford School District

										Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Essex Elementary School			% Calls in SLA	Total Calls	In SLA					13.83	9.06	0.9	7.8	9	0
Albert D Lawton Intermediate School :			28.571%	7	2										
E-Studio 3055c [Toshiba]										5.07		1.3	0.0	1	0
OSV-03384 sn:C7HD78629										5.07		1.3	0.0	1	0
SC220824															
Call	SC220824	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-03				0	0	0
		Assigned Tech: David Prior		Received: 2020/03/09 08:45	Response Hours:	1.73		Call Priority:	Medium						
		Caller: Barbara Edwards		Dispatched: 2020/03/09 10:04	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Cleaned screen but still getting lines on the machine		Arrived: 2020/03/09 10:29	Travel Hours:	0.42									
				Completed 2020/03/09 12:05	Repair Hours:	1.6		End of Day, More Time Needed							
					Resolution Hours:	0									
		ProblemCodes													
		Problem Code:	Machine Fault/Error Code/Fault Code												
		Problem Code:	Image Quality												
		Resolution Code:	Developer Repair or Replacement												
		Resolution Code:	Drum Repair or Replacement												
Call	SC220947	HAS PART [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-03				0	1	0
		Assigned Tech: David Prior		Received: 2020/03/09 12:15	Response Hours:	8.4		Call Priority:	High						
		Caller: Barbara Edwards		Dispatched: 2020/03/12 14:29	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Cleaned screen but still getting lines on the machine		Arrived: 2020/03/12 15:20	Travel Hours:	0.85									
				Departure 2020/03/12 16:25	Repair Hours:	1.08									
					Resolution Hours:	0									
SC220947															
		ProblemCodes													
		Problem Code:	Machine Fault/Error Code/Fault Code												
		Resolution Code:	Developer Repair or Replacement												
		Resolution Code:	Drum Repair or Replacement												
E-Studio 5560c [Toshiba]										7.21	8.37	1.1	7.5	1	0
OSV-03381 sn:CSHD13464										7.21	8.37	1.1	7.5	1	0
SC211950															
Call	SC211950	print issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-03				12.02	0	0
		Assigned Tech: David Prior		Received: 2020/01/06 12:26	Response Hours:	11.13		Call Priority:	High						
		Caller: Barbara Edwards		Dispatched: 2020/01/07 14:53	CM Response Hours:	11.13		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Copier is not printing well. Some of the print is faded, however no color and black print		Arrived: 2020/01/07 15:04	Travel Hours:	0.18									
				Completed 2020/01/07 15:57	Repair Hours:	0.88									
					Resolution Hours:	12.02									
		ProblemCodes													
		Problem Code:	COPY QUALITY												
		Resolution Code:	Cleaned and Tested												
SC215992															
Call	SC215992	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-03				8.5	0	0
		Assigned Tech: David Prior		Received: 2020/01/31 14:46	Response Hours:	7.75		Call Priority:	N						

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									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Barbara Edwards		Dispatched: 2020/02/03 14:00		CM Response Hours: 7.75		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: faded copies - Barb		Arrived: 2020/02/03 14:01		Travel Hours: 0.02									
			Completed 2020/02/03 14:46		Repair Hours: 0.75									
					Resolution Hours: 8.5									
	ProblemCodes													
	Problem Code: LITE COPY													
	Resolution Code: NO PROB FOUND													
SC217709	Call SC217709	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03							11.05	0	0
	Assigned Tech: David Prior		Received: 2020/02/13 10:55	Response Hours: 10.45	Call Priority: N									
	Caller: Barbara Edwards		Dispatched: 2020/02/14 12:43	CM Response Hours: 10.45	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: We have a large color project to run and it's making bad copies. Please help ASAP. Thanks.		Arrived: 2020/02/14 12:52	Travel Hours: 0.15										
			Completed 2020/02/14 13:28	Repair Hours: 0.6	Incompleted End of Day, More Time Needed									
				Resolution Hours: 11.05										
	ProblemCodes													
	Problem Code: Image Quality													
	Resolution Code: Developer Repair or Replacement													
Call SC217946	Parts Shipped [O]		Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03							0	1	0
	Assigned Tech: David Prior		Received: 2020/02/14 13:32	Response Hours: 2.57	Call Priority: N									
	Caller: Barbara Edwards		Dispatched: 2020/02/17 10:13	CM Response Hours: 0.35	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Needs overnight customer has big job to do - We have a large color project to run and it's making bad copies. Please help ASAP. Thanks.PARTS SENT 02/14/2020		Arrived: 2020/02/17 10:34	Travel Hours: 0.35										
			Departure 2020/02/17 11:43	Repair Hours: 1.15										
				Resolution Hours: 0										
SC217946														
	ProblemCodes													
	Problem Code: Image Quality													
	Resolution Code: Developer Repair or Replacement													
SC226109	Call SC226109	DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03							6.15	0	0
	Assigned Tech: David Prior		Received: 2020/06/09 12:56	Response Hours: 4.15	Call Priority: down machine									
	Caller: 802-878-1388 OR 802-999-4743 Dave		Dispatched: 2020/06/10 08:00	CM Response Hours: 4.15	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Jamming constantly **PLEASE CALL 1ST NOT ALWAYS IN THE OFFICE and building will be locked 802-878-1388 or 802-999-4743		Arrived: 2020/06/10 08:35	Travel Hours: 0.58										
			Completed 2020/06/10 10:35	Repair Hours: 2										
				Resolution Hours: 6.15										
	ProblemCodes													
	Problem Code: Jamming/Jammed													
	Resolution Code: Clean/Adjust													
	Resolution Code: Guide/Baffle Repair or Replacement													

								Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Estudio 857 [Toshiba]								4.06	2.08	1.1	2.2	0	0
OSV-03382 sn:CAHD13822								0.68	0.68	0.9	1.5	0	0
SC226191													
Call	SC226191	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01504-OSV-03		1.53	0	0			
	Assigned Tech: David Prior		Received: 2020/06/10 10:27	Response Hours:	0.68	Call Priority: N							
	Caller: Olivia		Dispatched: 2020/06/10 10:59	CM Response Hours:	0.68	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: jamming		Arrived: 2020/06/10 11:08	Travel Hours:	0.15								
			Completed 2020/06/10 11:59	Repair Hours:	0.85								
				Resolution Hours:	1.53								
ProblemCodes													
Problem Code: Jamming/Jammed													
Resolution Code: Clean/Adjust													
Resolution Code: Sensor Repair or Replacement													
OSV-03383 sn:CAHD13835								5.18	2.79	1.2	2.4	0	0
SC213897													
Call	SC213897	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01504-OSV-03		0	0	0			
	Assigned Tech: David Prior		Received: 2020/01/20 10:28	Response Hours:	9.98	Call Priority: High							
	Caller: Barbara Edwards		Dispatched: 2020/01/21 11:31	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: machine is making bad copies. gray lines on the copies. have already cleaned the top of the machine.		Arrived: 2020/01/21 11:57	Travel Hours:	0.43								
			Completed 2020/01/21 14:04	Repair Hours:	2.12								
				Resolution Hours:	0								
ProblemCodes													
Problem Code: COPY QUALITY													
Resolution Code: Cleaned and Tested													
Resolution Code: Replaced Parts													
SC220934													
Call	SC220934	Cleaning Web [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01504-OSV-03		1.52	0	0			
	Assigned Tech: David Prior		Received: 2020/03/09 11:43	Response Hours:	0.8	Call Priority: High							
	Caller: Olivia		Dispatched: 2020/03/09 12:22	CM Response Hours:	0.80	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: needs a web		Arrived: 2020/03/09 12:31	Travel Hours:	0.15								
			Completed 2020/03/09 13:14	Repair Hours:	0.72								
				Resolution Hours:	1.52								
SC226192													
Call	SC226192	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: CT01504-OSV-03		5.6	0	0			
	Assigned Tech: David Prior		Received: 2020/06/10 10:27	Response Hours:	4.77	Call Priority: N							
	Caller: Olivia		Dispatched: 2020/06/10 14:24	CM Response Hours:	4.77	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: jamming		Arrived: 2020/06/10 15:13	Travel Hours:	0.82								
			Completed 2020/06/10 16:03	Repair Hours:	0.83								
				Resolution Hours:	5.6								
ProblemCodes													
Problem Code: Jamming/Jammed													

Essex Westford School District

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Key Operator Training												
Center for Technology : 2 Educational			50.00%	2	1									
E-Studio 4540cg [Toshiba]								11.17	11.17	0.7	11.9	0	0	
OSV-03389 sn:SMI380670								11.17	11.17	0.7	11.9	0	0	
SC218097														
Call	SC218097	DOWN MAC NOTRUN [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: CT01504-OSV-03		11.85		0	0	
	Assigned Tech: David Prior		Received: 2020/02/18 08:09		Response Hours:		11.17	Call Priority: down machine						
	Caller: Paul		Dispatched: 2020/02/19 10:17		CM Response Hours:		11.17	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Saying finisher is not connected		Arrived: 2020/02/19 10:49		Travel Hours:		0.53							
			Completed 2020/02/19 11:30		Repair Hours:		0.68							
					Resolution Hours:		11.85							
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:	Finisher												
E-Studio 5560cT [Toshiba]														
OSV-03393 sn:														
Estudio 657 [Toshiba]								158.39	1.10	0.6	0.9	1	0	
OSV-03390 sn:CAHD14098								315.68		0.3	0.0	1	0	
SC198125														
Call	SC222863	HAS PART [O]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02		0		1	0	
	Assigned Tech: Harold Santamore		Received: 2020/04/06 11:29		Response Hours:		315.68	Call Priority: High						
	Caller: Paul Scharf		Dispatched: 2020/06/02 08:00		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: ???needs fr-kit mo-kit drum asap overnight drum - jamming non stop today DADTS		Arrived: 2020/06/02 08:05		Travel Hours:		0.08							
			Departure 2020/06/02 08:25		Repair Hours:		0.33							
					Resolution Hours:		0							
SC222863														
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Board Replacement												
OSV-03391 sn:CAHD14097								1.10	1.10	0.8	1.9	0	0	
SC222234														
Call	SC222234	COPY QUALITY POOR [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: CT01504-OSV-03		1.88		0	0	
	Assigned Tech: David Prior		Received: 2020/03/20 12:55		Response Hours:		1.1	Call Priority: N						
	Caller: Debbie Curtis		Dispatched: 2020/03/20 13:36		CM Response Hours:		1.10	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: CQ		Arrived: 2020/03/20 14:01		Travel Hours:		0.42							
			Completed 2020/03/20 14:48		Repair Hours:		0.78							
					Resolution Hours:		1.88							
	ProblemCodes													

Essex Westford School District

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	Image Quality												
	Resolution Code:	Clean/Adjust												
OSV-03392 sn:														
TOSHES457 [Toshiba]														
OSV-03395 sn:														
Essex Elementary School : 1 Bixby Hill			50.00%	2	1									
E-Studio 6570c [Toshiba]								3.61		3.61	1.1	4.7	0	0
OSV-03786 sn:SSAF90726								3.61		3.61	1.1	4.7	0	0
SC214478														
Call SC214478	Service Code [CM]			Call In SLA: Yes	SLA Response Hours: 4.00		Contract#: CT01504-OSV-03					1.27	0	0
	Assigned Tech: David Prior			Received: 2020/01/22 15:14	Response Hours: 0.32		Call Priority: N							
	Caller: Olivia			Dispatched: 2020/01/22 15:25	CM Response Hours: 0.32		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: service code			Arrived: 2020/01/22 15:33	Travel Hours: 0.13									
				Completed 2020/01/22 16:41	Repair Hours: 0.95									
					Resolution Hours: 1.27									
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Instructed												
SC218150														
Call SC218150	DOWN MAC NOTRUN [CM]			Call In SLA: No	SLA Response Hours: 4.00		Contract#: CT01504-OSV-03					8.08	0	0
	Assigned Tech: David Prior			Received: 2020/02/18 10:36	Response Hours: 6.9		Call Priority: down machine							
	Caller: Olivia			Dispatched: 2020/02/19 08:41	CM Response Hours: 6.90		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Wrench with Error Code CD71			Arrived: 2020/02/19 09:00	Travel Hours: 0.32									
				Completed 2020/02/19 10:11	Repair Hours: 1.18									
					Resolution Hours: 8.08									
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Clean/Adjust												
Estudio 857 [Toshiba]								5.08		1.1	0.0		0	0
OSV-03781 sn:CABF31366								5.08		1.1	0.0		0	0
SC214289														
Call SC214289	Door wont close [O]			Call In SLA: N/A	SLA Response Hours: 4.00		Contract#: CT01504-OSV-03					0	0	0
	Assigned Tech: David Prior			Received: 2020/01/22 09:08	Response Hours: 5.08		Call Priority: Low							
	Caller: Olivia			Dispatched: 2020/01/22 13:16	CM Response Hours: 0.95		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: broken piece on front door of copier. Says close front door machine			Arrived: 2020/01/22 14:13	Travel Hours: 1.08									
				Completed 2020/01/22 15:18	Repair Hours: 0									
	ProblemCodes													

Essex Westford School District

										Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	Broken Part													
	Resolution Code:	Cleaned and Tested													
	Resolution Code:	Replaced Parts													
Essex High School : 2 Educational E-Studio 1057 [Toshiba]		0.00%	11	0					8.53	9.98	1.0	11.9	2	0	
OSV-04823 sn:CBJE40118									5.38	8.03	0.9	15.4	1	0	
SC217529															
Call	SC217529	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03						12.48	0	0
	Assigned Tech: David Prior	Received: 2020/02/12 11:22	Response Hours:	11.38	Call Priority: N										
	Caller: Olivia	Dispatched: 2020/02/13 13:44	CM Response Hours:	11.38	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc: jamming	Arrived: 2020/02/13 14:15	Travel Hours:	0.52											
		Completed 2020/02/13 15:21	Repair Hours:	1.1											
			Resolution Hours:	12.48											
SC218489															
Call	SC218489	Paper Tray Issue [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03						5.13	0	0
	Assigned Tech: David Prior	Received: 2020/02/20 10:55	Response Hours:	4.67	Call Priority: High										
	Caller: Paul 802-373-4043	Dispatched: 2020/02/20 14:40	CM Response Hours:	4.67	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc: not picking up paper out of feed tray - rinsing paper	Arrived: 2020/02/20 15:35	Travel Hours:	0.92											
		Completed 2020/02/20 16:03	Repair Hours:	0.47	Incompleted End of Day, More Time Needed										
			Resolution Hours:	5.13											
	ProblemCodes														
	Problem Code:	Jamming/Jammed													
	Resolution Code:	Roller Clean or Replacement													
Call	SC218578	Paper Tray Issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03						44.07	1	0
	Assigned Tech: David Prior	Received: 2020/02/20 16:05	Response Hours:	0.02	Call Priority: N										
	Caller: Paul 802-373-4043	Dispatched: 2020/02/28 08:00	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc: Need asap - not picking up paper out of feed tray - rinsing paper	Arrived: 2020/02/28 08:25	Travel Hours:	0.42											
		Departure 2020/02/28 09:09	Repair Hours:	0.73											
			Resolution Hours:	44.07											
SC218578															
	ProblemCodes														
	Problem Code:	Jamming/Jammed													
	Resolution Code:	Roller Clean or Replacement													
SC220877															
Call	SC220877	MAINT LITE [PM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03						0	0	0
	Assigned Tech: David Prior	Received: 2020/03/09 09:48	Response Hours:	5.43	Call Priority: N										
	Caller: Paul 802-373-4043	Dispatched: 2020/03/09 14:50	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc: Maint Req FK3	Arrived: 2020/03/09 15:14	Travel Hours:	0.4											
		Completed 2020/03/09 16:26	Repair Hours:	1.2											
			Resolution Hours:	0											
	ProblemCodes														
	Problem Code:	Machine Fault/Error Code/Fault Code													

Essex Westford School District

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Clean/Adjust												
	Resolution Code:	Fuser Repair or Replacement												
OSV-04824 sn:CBAF40183								14.28		14.28	1.2	15.5	0	0
SC213532														
Call	SC213532	DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03					13.88	0	0
	Assigned Tech:	David Prior	Received: 2020/01/16 10:39	Response Hours:	12.83	Call Priority:	down machine							
	Caller:	Paul 802-373-4043	Dispatched: 2020/01/17 14:48	CM Response Hours:	12.83	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	Jamming constantly in finisher	Arrived: 2020/01/17 14:59	Travel Hours:	0.18									
			Completed 2020/01/17 16:02	Repair Hours:	1.05									
				Resolution Hours:	13.88									
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Trouble Shoot												
SC214393														
Call	SC214393	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03					13.03	0	0
	Assigned Tech:	David Prior	Received: 2020/01/22 11:29	Response Hours:	11.75	Call Priority:	N							
	Caller:	Donna -- 802-878-2584 -- osv- service@ewsd.org	Dispatched: 2020/01/23 14:16	CM Response Hours:	11.75	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	jamming ask for Paul he can show you where it is jamminn	Arrived: 2020/01/23 14:44	Travel Hours:	0.47									
			Completed 2020/01/23 16:01	Repair Hours:	1.28									
				Resolution Hours:	13.03									
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	NO PROB FOUND												
	Resolution Code:	Trouble Shoot												
SC217530														
Call	SC217530	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03					13.62	0	0
	Assigned Tech:	David Prior	Received: 2020/02/12 11:23	Response Hours:	12.62	Call Priority:	N							
	Caller:	Olivia	Dispatched: 2020/02/13 15:22	CM Response Hours:	12.62	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	jamming	Arrived: 2020/02/13 15:30	Travel Hours:	0.13									
			Completed 2020/02/13 16:31	Repair Hours:	1									
				Resolution Hours:	13.62									
SC218007														
Call	SC218007	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03					21.5	0	0
	Assigned Tech:	David Prior	Received: 2020/02/17 08:40	Response Hours:	19.92	Call Priority:	N							
	Caller:	Paul 802-373-4043	Dispatched: 2020/02/19 11:35	CM Response Hours:	19.92	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	badly misfeeding in the finisher unit	Arrived: 2020/02/19 11:35	Travel Hours:	0									
			Completed 2020/02/19 13:10	Repair Hours:	1.58									
				Resolution Hours:	21.5									
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Finisher												

Essex Westford School District

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-04825 sn:CBJE40093									5.05	5.05	1.1	6.1	0	0
SC211326														
Call	SC211326	?Unknown Problem? [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03							6.1	0	0
		Assigned Tech: David Prior	Received: 2019/12/31 08:08	Response Hours: 5.05	Call Priority: High									
		Caller: Olivia	Dispatched: 2019/12/31 13:05	CM Response Hours: 5.05	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
		Call Desc: jamming	Arrived: 2019/12/31 13:11	Travel Hours: 0.1										
			Completed 2019/12/31 14:14	Repair Hours: 1.05										
				Resolution Hours: 6.1										
		ProblemCodes												
		Problem Code:	Multiple Issues											
		Resolution Code:	Repaired											
		Resolution Code:	Trouble Shoot											
OSV-04826 sn:CBJE40101									6.23	5.79	0.8	4.5	1	0
SC211399														
Call	SC211415	Parts in Box [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03							0	1	0
		Assigned Tech: David Prior	Received: 2019/12/31 15:42	Response Hours: 7.12	Call Priority: N									
		Caller: Olivia	Dispatched: 2020/01/13 08:00	CM Response Hours: 0.07	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
		Call Desc: needs staple cartridge and sensor - stapler	Arrived: 2020/01/13 08:04	Travel Hours: 0.6										
		PARTS AT OFFICE 131 SOUTH MAIN	Departure 2020/01/13 08:40	Repair Hours: 0										
				Resolution Hours: 0										
SC211415														
		ProblemCodes												
		Problem Code:	STAPLER PROBLEM											
		Resolution Code:	Replaced Parts											
SC213242														
Call	SC213242	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03							7.92	0	0
		Assigned Tech: David Prior	Received: 2020/01/14 16:00	Response Hours: 6.42	Call Priority: N									
		Caller: Paul Scharf	Dispatched: 2020/01/15 13:54	CM Response Hours: 0.02	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
		Call Desc: error code finisher issue	Arrived: 2020/01/15 13:55	Travel Hours: 1.5										
			Completed 2020/01/15 15:25	Repair Hours: 7.92										
		ProblemCodes												
		Problem Code:	Error Code											
		Resolution Code:	Replaced Parts											
SC218490														
Call	SC218490	Paper Tray Issue [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03							5.52	0	0
		Assigned Tech: David Prior	Received: 2020/02/20 10:57	Response Hours: 5.15	Call Priority: High									
		Caller: Olivia	Dispatched: 2020/02/20 16:06	CM Response Hours: 0	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
		Call Desc: not picking up paper out of feed tray -	Arrived: 2020/02/20 16:06	Travel Hours: 0.37										
		running paper	Completed 2020/02/20 16:28	Repair Hours: 5.52										
				Resolution Hours: 5.52										

Essex Westford School District

										Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes														
	Problem Code:	Jamming/Jammed													
	Resolution Code:	Roller Clean or Replacement													
EStudio 207 [Toshiba]									5.17		5.17	0.4	5.6	0	0
OSV-03394 sn:CEHD29792									5.17		5.17	0.4	5.6	0	0
SC213740															
Call	SC213740	NOISE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-03					5.6	0	0
	Assigned Tech: David Prior			Received: 2020/01/17 10:54	Response Hours:	5.17		Call Priority: N							
	Caller: Olivia			Dispatched: 2020/01/17 16:04	CM Response Hours:	5.17		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: making noise not working Paul			Arrived: 2020/01/17 16:04	Travel Hours:	0									
				Completed 2020/01/17 17:00	Repair Hours:	0.43									
					Resolution Hours:	5.6									
	ProblemCodes														
	Problem Code:	NOISE													
	Resolution Code:	Cleaned and Tested													
	Resolution Code:	Trouble Shoot													
E-Studio 3055c [Toshiba]															
OSV-03388 sn:															
EStudio 557 [Toshiba]									2.52			1.1	0.0	0	0
OSV-03397 sn:CAHD14261									2.52			1.1	0.0	0	0
SC222353															
Call	SC222353	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-03					0	0	0
	Assigned Tech: David Prior			Received: 2020/03/24 10:06	Response Hours:	2.52		Call Priority: Assist							
	Caller: Olivia			Dispatched: 2020/03/24 12:28	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: clean & inspect			Arrived: 2020/03/24 12:37	Travel Hours:	0.15									
				Completed 2020/03/24 13:44	Repair Hours:	1.12									
					Resolution Hours:	0									
	ProblemCodes														
	Problem Code:	Machine Inspection													
	Resolution Code:	Clean/Adjust													
Estudio 657 [Toshiba]									0.60			1.2	0.0	0	0
OSV-03398 sn:CAHD14105									0.60			1.2	0.0	0	0
SC222352															
Call	SC222352	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-03					0	0	0
	Assigned Tech: David Prior			Received: 2020/03/24 10:05	Response Hours:	0.6		Call Priority: N							
	Caller: Olivia			Dispatched: 2020/03/24 10:26	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: clean & inspect			Arrived: 2020/03/24 10:41	Travel Hours:	0.25									
				Completed 2020/03/24 11:52	Repair Hours:	1.18									
					Resolution Hours:	0									

Essex Westford School District

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Machine Inspection												
	Resolution Code:	Clean/Adjust												
EStudio 757 [Toshiba]								4.64	5.90	0.9	3.4	0	0	
OSV-03396 sn:CAHD13768								4.64	5.90	0.9	3.4	0	0	
SC216531														
Call	SC216531	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-03		6.77	0	0	
	Assigned Tech:	David Prior		Received: 2020/02/05 09:44	Response Hours:	5.9		Call Priority:	N					
	Caller:	Olivia		Dispatched: 2020/02/05 15:05	CM Response Hours:	5.90		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Consatnt jams		Arrived: 2020/02/05 15:38	Travel Hours:	0.55								
				Completed 2020/02/05 16:32	Repair Hours:	0.87								
					Resolution Hours:	6.77								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Tested												
SC220738														
Call	SC220738	Needs Part [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-03		0	0	0	
	Assigned Tech:	David Prior		Received: 2020/03/06 12:07	Response Hours:	3.38		Call Priority:	N					
	Caller:	Olivia		Dispatched: 2020/03/06 15:01	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	needs FR kit		Arrived: 2020/03/06 15:30	Travel Hours:	0.48								
				Completed 2020/03/06 16:45	Repair Hours:	1								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	P Maintenance												
	Resolution Code:	Clean/Adjust												
Essex Middle School : 60 Founders	Resolution Code:	Fuser Repair or Replacement												
E-Studio 6570c [Toshiba]		33.333%	3	1				10.15	14.88	0.9	20.7	1	0	
OSV-03787 sn:SSAF90713								10.15	14.88	0.9	20.7	1	0	
SC212432														
Call	SC212432	Fax problem [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-03		4.18	0	0	
	Assigned Tech:	David Prior		Received: 2020/01/08 14:50	Response Hours:	3.57		Call Priority:	N					
	Caller:	Olivia		Dispatched: 2020/01/09 09:45	CM Response Hours:	3.57		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Alicia - incoming fax keeps getting jammed - can't delete		Arrived: 2020/01/09 09:54	Travel Hours:	0.15								
				Completed 2020/01/09 10:31	Repair Hours:	0.62	Incompleted Need Parts - Operational							
					Resolution Hours:	4.18								
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:	Needs parts												
Call	SC212544	Fax problem [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-03		30.85	1	0	

Essex Westford School District

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: David Prior Caller: Kim Maiberger	Received: 2020/01/09 10:36 Dispatched: 2020/01/14 14:07	Response Hours: 0.7 CM Response Hours:	Call Priority: N Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc: need overnight copier down only color copier not fax - Alicia - incoming fax lease nation	Arrived: 2020/01/14 14:46 Departure 2020/01/14 15:57	Travel Hours: 0.65 Repair Hours: 1.18 Resolution Hours: 30.85											
SC212544														
	ProblemCodes													
	Problem Code: Broken Part													
	Resolution Code: Cleaned and Testedd Resolution Code: Replaced Parts													
SC223337														
Call	SC223337 DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03								27.05	0	0
	Assigned Tech: David Prior Caller: Kim 802-857-1501	Received: 2020/04/17 12:57 Dispatched: 2020/04/22 13:14	Response Hours: 26.18 CM Response Hours: 26.18	Call Priority: down machine Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc: Wrench*****SHE IS ONLY THERE ON WEDNESDAY 4/22 BETWEEN 12PML	Arrived: 2020/04/22 13:38 Completed 2020/04/22 14:30	Travel Hours: 0.4 Repair Hours: 0.87 Resolution Hours: 27.05											
	ProblemCodes													
	Problem Code: Machine Fault/Error Code/Fault Code													
	Resolution Code: Clean/Adjust Resolution Code: Sensor Repair or Replacement													
Estudio 857 [Toshiba]									34.04	27.50	1.2	14.2	1	0
OSV-03783 sn:CABF31362									34.04	27.50	1.2	14.2	1	0
SC223338														
Call	SC223338 DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03								28.48	0	0
	Assigned Tech: David Prior Caller: Kim 802-857-1501	Received: 2020/04/17 13:00 Dispatched: 2020/04/22 14:55	Response Hours: 27.5 CM Response Hours: 27.50	Call Priority: down machine Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc: Wrench*****SHE IS ONLY THERE ON WEDNESDAY 4/22 BETWEEN 12PML	Arrived: 2020/04/22 15:00 Completed 2020/04/22 15:59	Travel Hours: 0.08 Repair Hours: 0.98 Resolution Hours: 28.48	Incompleted Need Parts - Operational										
	ProblemCodes													
	Problem Code: Machine Fault/Error Code/Fault Code													
	Resolution Code: Board Replacement													
Call	SC223556 Parts Shipped [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03								0	1	0
	Assigned Tech: David Prior Caller: Kim 802-857-1501	Received: 2020/04/22 16:02 Dispatched: 2020/04/29 13:46	Response Hours: 40.57 CM Response Hours:	Call Priority: High Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner										
	Call Desc: Wrench*****SHE IS ONLY THERE ON WEDNESDAY 4/29 BETWEEN 12PML	Arrived: 2020/04/29 14:06 Departure 2020/04/29 15:31	Travel Hours: 0.33 Repair Hours: 1.42 Resolution Hours: 0											
SC223556														
	ProblemCodes													
	Problem Code: Machine Fault/Error Code/Fault Code													

Essex Westford School District

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Board Replacement												
Essex Town School District : 58		0.00%	1	0										
E-Studio 5560cT [Toshiba]								35.88	35.88	1.4	37.3	0	0	
OSV-03784 sn:CSBE17738								35.88	35.88	1.4	37.3	0	0	
SC212257														
Call SC212257	Paper Tray Issue [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-03				37.32	0	0	
	Assigned Tech: David Prior		Received: 2020/01/07 16:22		Response Hours: 35.88		Call Priority: High							
	Caller: Lorna Michaud		Dispatched: 2020/01/14 09:21		CM Response Hours: 35.88		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: LCT doesnt move the paper from left to right		Arrived: 2020/01/14 09:45		Travel Hours: 0.4									
			Completed 2020/01/14 11:11		Repair Hours: 1.43									
					Resolution Hours: 37.32									
	ProblemCodes													
	Problem Code:	MECHANICAL												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
Essex Westford School District : 51		#DIV/0!	0	0										
E-Studio 3055c [Toshiba]														
OSV-03385 sn:														
Estudio 857 [Toshiba]														
OSV-03401 sn:														
Founders Memorial School : 33		16.667%	6	1										
E-Studio 6570c [Toshiba]								3.81		0.8	0.0	0	0	
OSV-03785 sn:SSAF90722								3.81		0.8	0.0	0	0	
SC211856														
Call SC211856	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-03				0	0	0	
	Assigned Tech: David Prior		Received: 2020/01/06 09:30		Response Hours: 6.38		Call Priority: High							
	Caller: Jane Olesen		Dispatched: 2020/01/06 15:21		CM Response Hours: 0.53		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: wants cleaned and maintennc in prep for his inkjet scan		Arrived: 2020/01/06 15:53		Travel Hours: 0.62									
			Completed 2020/01/06 16:52		Repair Hours: 0									
					Resolution Hours: 0									
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	ADJUSTED												
	Resolution Code:	Cleaned and Tested												
SC222118														
Call SC222118	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-03				0	0	0	
	Assigned Tech: David Prior		Received: 2020/03/19 09:35		Response Hours: 1.23		Call Priority: Medium							
	Caller: Laurie Wilcox		Dispatched: 2020/03/19 10:41		CM Response Hours: 0.13		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:		Arrived: 2020/03/19 10:49		Travel Hours: 1									
			Completed 2020/03/19 11:49		Repair Hours: 0									
					Resolution Hours: 0									

Essex Westford School District

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Machine Inspection												
	Resolution Code:	Clean/Adjust												
Estudio 857 [Toshiba]								6.51	7.84	0.5	6.7		1	0
OSV-03782 sn:CABF31365								6.51	7.84	0.5	6.7		1	0
SC212102														
Call	SC212102	JAMMING [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03							6.37	0	0
	Assigned Tech: David Prior		Received: 2020/01/07 10:08	Response Hours: 6.37	Call Priority: N									
	Caller: Jane 802-857-6300		Dispatched: 2020/01/07 16:03	CM Response Hours: 6.37	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: jamming when trying to make 2 sided copies		Arrived: 2020/01/07 16:37	Travel Hours: 0.57										
			Completed 2020/01/07 17:27	Repair Hours: 0										
				Resolution Hours: 6.37										
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Repaired												
SC213272														
Call	SC213272	Drawer issue [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03							8.23	0	0
	Assigned Tech: David Prior		Received: 2020/01/15 08:16	Response Hours: 8.17	Call Priority: High									
	Caller: Laurie Wilcox		Dispatched: 2020/01/15 16:25	CM Response Hours: 8.17	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: drawer issue. wont close piece fell off		Arrived: 2020/01/15 16:26	Travel Hours: 0.02										
			Completed 2020/01/15 17:18	Repair Hours: 0.07										
				Resolution Hours: 8.23										
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Repaired												
SC214522														
Call	SC214522	JAMMING [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03							5.67	0	0
	Assigned Tech: David Prior		Received: 2020/01/23 08:23	Response Hours: 4.78	Call Priority: N									
	Caller: Jane		Dispatched: 2020/01/23 12:34	CM Response Hours: 4.78	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Printing report cards and it keeps jamming needs ASAP		Arrived: 2020/01/23 13:10	Travel Hours: 0.6										
			Completed 2020/01/23 14:03	Repair Hours: 0.88										
				Resolution Hours: 5.67										
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
SC221943														
Call	SC221943	Broken Piece [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03							13.07	0	0
	Assigned Tech: David Prior		Received: 2020/03/17 13:25	Response Hours: 12.03	Call Priority: N									

Essex Westford School District

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Jane Olesen		Dispatched: 2020/03/19 08:01	CM Response Hours:	12.03	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Closed Wed- Open Thurs/Fri morning only Jane - parts near fuser completely came out		Arrived: 2020/03/19 08:27	Travel Hours:	0.43									
			Completed 2020/03/19 09:29	Repair Hours:	1.03	Incompleted Need Parts - Operational								
				Resolution Hours:	13.07									
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:	Guide/Baffle Repair or Replacement												
Call	SC222117	HAS PART [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01504-OSV-03							0	1
	Assigned Tech: David Prior		Received: 2020/03/19 09:34	Response Hours:	1.22	Call Priority: Medium								
	Caller: Jane Olesen		Dispatched: 2020/03/20 14:48	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Closed Wed- Open Thurs/Fri morning only Jane - parts near fuser completely came out		Arrived: 2020/03/20 15:20	Travel Hours:	0.53									
			Departure 2020/03/20 15:46	Repair Hours:	0.43									
				Resolution Hours:	0									
	SC222117													
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:	Spring/Tension/Pressure Adjust or												
TOSHES457 [Toshiba]								6.09	6.09	0.8	6.9		0	0
OSV-03386 sn:CEHD28685								6.09	6.09	0.8	6.9		0	0
	SC213374													
Call	SC213374	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01504-OSV-03							3.45	0
	Assigned Tech: David Prior		Received: 2020/01/15 12:55	Response Hours:	2.65	Call Priority: N								
	Caller: Jane 802-857-6300		Dispatched: 2020/01/15 15:27	CM Response Hours:	2.65	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: keeps jamming they keep clearing it out and it keeps doing it		Arrived: 2020/01/15 15:34	Travel Hours:	0.12									
			Completed 2020/01/15 16:22	Repair Hours:	0.8									
				Resolution Hours:	3.45									
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	No Problem Found												
	SC221992													
Call	SC221992	Remove Jam [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: CT01504-OSV-03							10.38	0
	Assigned Tech: David Prior		Received: 2020/03/18 08:32	Response Hours:	9.53	Call Priority: Medium								
	Caller: Jane Olesen		Dispatched: 2020/03/19 09:34	CM Response Hours:	9.53	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Closed Wed- Open Thurs/Fri morning only Jammed		Arrived: 2020/03/19 09:34	Travel Hours:	0									
			Completed 2020/03/19 10:25	Repair Hours:	0.85									
				Resolution Hours:	10.38									
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
Hiawatha Elementary School : 34		#DIV/0!	0	0										

										Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Estudio 857 [Toshiba]															
OSV-03400 sn:															
TOSHES457 [Toshiba]															
OSV-03751 sn:															
Thomas Fleming Elementary School : E-Studio 3055c [Toshiba]															
OSV-03387 sn:C7HD78665										3.11	2.37	1.0	1.6	1	0
SC219468															
Call SC219468 COPY QUALITY POOR [CM]										Call In SLA: Yes	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03	3.18	0	0
Assigned Tech: David Prior										Received: 2020/02/27 09:18	Response Hours: 2.37	Call Priority: N			
Caller: Olivia										Dispatched: 2020/02/27 11:38	CM Response Hours: 2.37	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
Call Desc: Issues with yellow lines going through the picture - **Please Schedule for 2/18/2020 if										Arrived: 2020/02/27 11:40	Travel Hours: 0.03				
										Completed 2020/02/27 12:29	Repair Hours: 0.82	Incompleted End of Day, More Time Needed			
										Resolution Hours: 3.18					
ProblemCodes															
Problem Code: Image Quality															
Resolution Code: Developer Repair or Replacement															
Call SC219540 HAS PART [O]										Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03	0	1	0
Assigned Tech: David Prior										Received: 2020/02/27 12:29	Response Hours: 3.85	Call Priority: High			
Caller: Jillian Aldrich										Dispatched: 2020/03/17 08:02	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
Call Desc: Please overnight **customer is now down**issue with yellow line noise										Arrived: 2020/03/17 08:20	Travel Hours: 0.3				
										Departure 2020/03/17 09:30	Repair Hours: 1.17				
										Resolution Hours: 0					
SC219540															
ProblemCodes															
Problem Code: Image Quality															
Resolution Code: Developer Repair or Replacement															
EStudio 557 [Toshiba]										3.33		0.8	0.0	0	0
OSV-03404 sn:CAHD14264										3.33		0.8	0.0	0	0
SC219469															
Call SC219469 PM [PM]										Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01504-OSV-03	0	0	0
Assigned Tech: David Prior										Received: 2020/02/27 09:21	Response Hours: 3.33	Call Priority: N			
Caller: Olivia										Dispatched: 2020/02/27 12:29	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
Call Desc: Wants machine cleaned during break **Please Schedule for 3/4/2020 if possible										Arrived: 2020/02/27 12:41	Travel Hours: 0.2				
										Completed 2020/02/27 13:28	Repair Hours: 0.78				
										Resolution Hours: 0					
ProblemCodes															
Problem Code: Machine Inspection															

Essex Westford School District

										Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Clean/Adjust												
Estudio 657 [Toshiba]															
OSV-03402 sn:															
OSV-03403 sn:															
Westford Elementary School : 146			#DIV/0!	0	0										
EStudio 557 [Toshiba]															
OSV-03405 sn:															
Total									13.83	9.06	49.06	403.3		9	0

(No Survey Responses For Period)